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A Multi-Criteria Decision-Making Approach Using MOORA for Evaluating Job Search Platforms

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Abstract−With the development of technology today, it can make it easier for many people to carry out various activities. For example, in searching for work using various job search websites. A job search website is one of the sites where there is an online platform opportunity that allows users to search for and apply for jobs that suit their qualifications and interests. This job search website also has the main aim of helping fresh graduates who have no experience in the field of work. However, this job search website has both positive and negative impacts. Therefore, applicants must first seek detailed information before applying for work. And you also have to look for a truly official platform to avoid fraud. The problems above can make applicants face difficulties in determining which is the best platform to meet their needs. So, to resolve the problems that occur in selecting a job search website, criteria data is really needed, including ease of use, ease of application, detailed information, speed of access, security, and number of site uses. So, a decision support system (DSS) is very necessary as a problem solving tool in selection of the best job search websites. In this research, the author applies the MOORA method to search for final results accurately and is assisted by using the ROC weighting method. Therefore, the one that gets the highest ranking in selecting the best job search website is an alternative. with value.

Keywords: Job Seeker Website; DSS; MOORA Method; ROC Method

1. INTRODUCTION

Job search websites are online platforms that provide users with opportunities to find and apply for positions that align with their qualifications and interests. These sites typically feature job listings across various industries and companies, enabling users to filter searches based on location, job descriptions, and salary ranges. Such platforms are highly beneficial, particularly for fresh graduates who may lack professional experience. These websites facilitate the job-seeking process for recent graduates by providing numerous career opportunities tailored to their specific skills and interests[1].

Job search websites are extensively utilized by job seekers to find positions that match their skills and interests. However, users must exercise caution and carefully vet every job opportunity on these online platforms. Fraudulent cases are frequently encountered; for instance, companies primarily focused on client acquisition may pose as conventional employers without disclosing their true nature. This becomes problematic when published job descriptions omit the requirement for client recruitment, misleading applicants about the actual duties. Such discrepancies between provided information and reality indicate significant shortcomings in current online job search systems. To address these issues, specific criteria are required, including ease of use, information detail, access speed, security, and user traffic. By considering these factors, a Decision Support System (DSS) can serve as a valuable tool for selecting the best job search platforms.

A Decision Support System (DSS) is a computerized system designed to solve various complex problems. The problem-solving process requires essential data, specifically criteria and alternatives, to derive an optimal final value. Consequently, a DSS plays a critical role in decision-making by utilizing specific methods to obtain results through systematic calculations. One such method is MOORA (Multi-Objective Optimization on the Basis of Ratio Analysis)[2], [3], [4]. In this study, the author employs the MOORA method, as it is highly effective in assisting the selection of the best job search websites due to its straightforward implementation process. Within the field of Decision Support Systems (DSS), various methods are available, including MOORA, ROC, WASPAS, TOPSIS, and ARAS (Additive Ratio Assessment), among many others used for multi-criteria evaluation[5], [6], [7], [8].

Several related studies serve as references for this research. One such study was conducted by Hutagalung et al. (2023), which addressed the challenges in selecting the optimal tutoring center. To resolve this issue, specific criteria were established, including Costs, Number of Installments, and Discount Techniques. The study utilized a Decision Support System (DSS) with the MOORA method as the problem-solving tool. The MOORA method facilitated the computational process, resulting in alternative A4 (ASC Tutoring Center) being identified as the best option, with a final score of 11.717[9].

A study conducted by Erlambang et al. (2023) examined the application of the MOORA method combined with ROC weighting in selecting contraceptive methods. This research addressed the difficulties and inconsistencies often encountered in choosing the most suitable contraceptive. To generate an accurate final

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evaluation, several key criteria were utilized, including Price, Age, Menstrual History, Effectiveness, Duration, Childbirth History, and the Number of Children. The study employed the MOORA method to calculate the final scores, supported by the ROC (Rank Order Centroid) method for determining the criteria weights. By integrating these two methods, the study concluded that the 'Pill' alternative ranked first with a final score of 0.2249, identifying it as the best contraceptive option[10]. Research conducted by Sidabutar et al. (2024) explored the application of MOORA and ROC methods in selecting the best engine oil for automatic motorcycles. The study addressed the common difficulty of choosing high-quality engine oils specifically formulated for automatic engines. Several criteria were established to facilitate the final evaluation, including optimal viscosity (not too thick), non-pungent aroma, enhanced engine performance, and a lifespan consistent with the product label. To resolve this selection problem, a Decision Support System (DSS) using the MOORA method was implemented to generate objective rankings. The research concluded that 'Evalube' (Alternative S5) was the superior choice, ranking first with a final score of 0.019[11]. A study conducted by Desyandi in 2023 focused on the selection of candidates for the Poor Student Assistance (BSM) program. This research addressed the discrepancies found in the distribution of BSM aid. To resolve this, several criteria were established for the calculation process, including social status, number of siblings, parental income, housing status, and average report card grades. A Decision Support System (DSS) utilizing the MOORA method was implemented to achieve an objective ranking. The results of the study identified alternative A7 as the primary recipient of the BSM assistance, with a final score of 0.1182[12].

2. RESEARCH METHODOLOGY

2.1 Research Stages

In conducting a study, it is essential to adhere to a structured research framework. The stages of this research are defined as follows:

a. Problem Identification
   Problem identification is a critical stage in understanding the issues encountered during research related to the selection of job search websites. In this phase, the core problems must be identified and gathered to ensure they can be effectively addressed and resolved.
b. Data Collection
   Data collection is an essential phase in the research process. The collected data serves as reference material to resolve the problems identified in the study. It is imperative that the data gathered is authentic and free from any manipulation.
c. Literature Review
   A literature review is conducted to support the completion of the research. The author must gather information from various sources related to job search websites to serve as a theoretical and empirical foundation for the study.
d. Analysis and Implementation
   In the final stage, the problems occurring in the selection of job search websites are analyzed. This process requires specific criteria and alternatives, enabling the author to proceed with the computational phase using the MOORA method to determine the final scores.

Based on the stages described above, the research framework is illustrated in Figure 1 below:

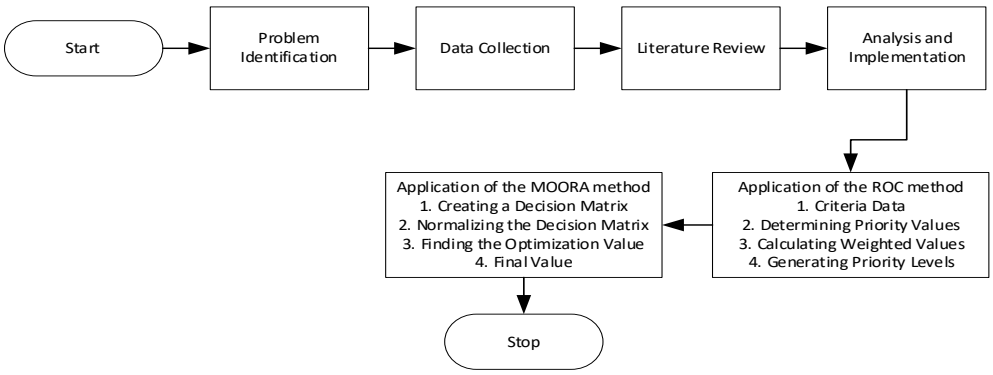

Figure 1. Research Framework

2.2 Decision Support System (DSS)

A Decision Support System (DSS) is a computerized system designed to facilitate the resolution of complex problems. The problem-solving process relies on essential data components, specifically criteria and alternatives, to derive an optimal final value from the available data. A DSS plays a pivotal role in decision-making by providing various methodologies to obtain definitive results through systematic calculations[13], [14], [15].

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2.3 MOORA Method

The MOORA method is an arithmetic-based approach widely utilized for problem-solving, as it processes alternative and criteria data objectively without manipulation. Furthermore, MOORA is recognized for its structured computational stages, which are straightforward to implement and execute[16], [17], [18], [19]. The computational process within the MOORA method consists of four systematic stages, described as follows:

a. Decision matrix

$$Xij = \begin{bmatrix} X11 & X12 & \cdots & X1n \\ X21 & X22 & \vdots & X2n \\ \cdots & \cdots & & \cdots \\ Xm1 & Xm2 & \cdots & Xmn \end{bmatrix} \quad (1)$$

The description of the variables in Equation 1 is as follows: *Xij* represents the decision matrix of alternative i with respect to criterion j; i denotes the alternative (row); j denotes the criterion (column); and m represents the total number of criteria.

b. Normalizing the decision matrix

$$X^{*}ij = \frac{X_{ij}}{\sqrt{[\sum_{i=1}^{m} Xij^{2}]}} \quad (2)$$

The description of Equation 2 is as follows: the formula represents the normalized matrix of alternative i with respect to criterion j

c. Finding Optimization Value

In the MOORA methodology, there are two approaches to determining the optimization value. The calculation can be performed using either Method One or Method Two, as described below:

1. If the calculation does not involve criteria weights when determining the optimization value, the following formula can be utilized:

$$Yi = \sum_{j=1}^{g} X * ij - \sum_{j=g+1}^{n} X * ij \quad (3)$$

The description of the variables in Equation 3 is as follows: g denotes the number of attributes with benefit criteria; g+1 represents the attributes with cost criteria; n refers to the total number of attributes; and *Yi* is the optimization value for alternative i.

2. Alternatively, if the calculation involves criteria weights when determining the optimization value, the following formula can be applied:

$$Yi = \sum_{j=1}^{g} wjX * ij - \sum_{j=g+1}^{n} wjX * ij \quad (4)$$

The description of the variables in Equation 4 is as follows: *Wj* represents weight assigned to the *j* criterion

d. Once the three initial stages have been completed, the final step is to determine the definitive results or the final scores.

2.4 Job Search Platform

A job search website is an online platform that provides opportunities for users to find and apply for employment vacancies that align with their qualifications and interests. These sites typically display job listings from various industries and companies, enabling users to filter searches based on specific criteria such as location, industry, and position. Well-known examples of job search platforms include Indeed, LinkedIn, Glassdoor, and Monster[20].

3. RESULT AND DISCUSSION

Analysis is conducted to process the data so that it can be synthesized to draw conclusions for the study titled 'Analysis of the Application of the MOORA Method in Selecting the Best Job Search Website.' The initial problem analysis stage is crucial as it serves as the foundation for selecting the best job search website using a Decision Support System. This study employs the MOORA method integrated with ROC (Rank Order Centroid) weighting. Consequently, the criteria weights must first be determined using the ROC method. Both the ROC and MOORA methods involve specific procedural steps that must be followed to ensure accurate final results. Selecting the best job search website requires several criteria to facilitate the weight calculation process via the ROC method. The criteria used in this study are presented in Table 1 below:

Table 1. Research Criteria

Code	Criteria	Information
C1	Ease of Use	Benefit
C2	Information Detail	Benefit
C3	Access Speed	Benefit

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Code	Criteria	Information
C4	Security	Benefit
C5	Number of Site Usage	Benefit

Based on Table 1, five criteria are utilized in this study: ease of use, information detail, access speed, security, and number of site users. All of these criteria are categorized as benefit attributes, meaning that higher values are inherently better. Once these criteria are established, their levels of importance (weights) are determined using the ROC (Rank Order Centroid) method. The specific steps for applying the ROC method to determine these weights are outlined below:

$$W_1 = \frac{1+\frac{1}{2}+\frac{1}{3}+\frac{1}{4}+\frac{1}{5}}{5} = 0{,}456$$

$$W_2 = \frac{0+\frac{1}{2}+\frac{1}{3}+\frac{1}{4}+\frac{1}{5}}{5} = 0{,}256$$

$$W_3 = \frac{0+0+\frac{1}{3}+\frac{1}{4}+\frac{1}{5}}{5} = 0{,}156$$

$$W_4 = \frac{0+0+0+\frac{1}{4}+\frac{1}{5}}{5} = 0{,}090$$

$$W_5 = \frac{0+0+0+0+\frac{1}{5}}{5} = 0{,}040$$

The aforementioned calculations result in the criteria weights for selecting the best job search website, which are as follows: $W_1 = 0{,}457$, $W_2 = 0{,}257$, $W_3 = 0{,}157$, $W_4 = 0{,}090$, $W_5 = 0{,}040$. The following Table 2 presents the five criteria along with their respective weights derived from the previous calculations:

Table 2. Criteria and Weight

Code	Criteria	Weight
C1	Ease of Use	0,457
C2	Information Detail	0,257
C3	Access Speed	0,157
C4	Security	0,090
C5	Number of Site Usage	0,040

Table 3 presents the data for the best job search website selection, including the criteria values based on the dataset compiled by the author, as follows:

Table 3. Job Search Platform Data

Website Name	C1	C2	C3	C4	C5
Kita Lulus	Very Good	Very Good	Very Good	Very Good	Very Good
Glints	Good	Pretty Good	Good	Pretty Good	Good
Job Street	Very Good	Very Good	Good	Good	Good
Linkedln	Pretty Good	Pretty Good	Pretty Good	Good	Pretty Good
Atma	Good	Good	Good	Good	Pretty Good

Based on Table 3 above, the data for each criterion is still in linguistic form; therefore, it is necessary to convert these values into numerical weights to be processed using the MOORA method. The numerical scales assigned to the linguistic criteria values are presented in Table 4 below:

Table 4. Weight Value

Scale	Criteria Weight Value
Very Good	5
Good	4
Pretty Good	3

Table 5 presents the suitability ratings obtained by mapping the data from Table 3 with the numerical scales in Table 4, as shown below:

Table 5. Match Rating

Alternative	Website Name	C1	C2	C3	C4	C5
P1	Kita Lulus	5	5	5	5	5
P2	Glints	4	3	4	3	4
P3	Job Street	5	5	4	4	4
P4	Linkedln	3	3	3	4	3
P5	Atma	4	4	4	4	3

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After determining the weights using the ROC method and establishing the suitability ratings for the sample data, the next step is to perform the calculations using the MOORA method to achieve more efficient and effective results. There are three primary stages in the MOORA calculation process to ensure an accurate final outcome in selecting the best job search website

a. Decision Matrix

$$Xij = \begin{vmatrix} 5 & 5 & 5 & 5 & 5 \\ 4 & 3 & 4 & 3 & 4 \\ 5 & 5 & 4 & 4 & 4 \\ 3 & 3 & 3 & 4 & 3 \\ 4 & 4 & 4 & 4 & 3 \end{vmatrix}$$

b. Normalizing Fuzzy Decisions

Normalization against criterion C1

$X1 = \sqrt{5^2 + 4^2 + 5^2 + 3^2 + 4^2} = \sqrt{91} = 9.5394$

$X11 = \frac{\sqrt{5}}{9.5394} = 0.7239$

$X12 = \frac{\sqrt{4}}{9.5394} = 0.6475$

$X13 = \frac{\sqrt{5}}{9.5394} = 0.7239$

$X14 = \frac{\sqrt{3}}{9.5394} = 0.5608$

$X15 = \frac{\sqrt{4}}{9.5394} = 0.6475$

Normalization against criterion C2

$X1 = \sqrt{5^2 + 3^2 + 5^2 + 3^2 + 4^2} = \sqrt{84} = 9.1651$

$X11 = \frac{\sqrt{5}}{9.1651} = 0.7239$

$X12 = \frac{\sqrt{3}}{9.1651} = 0.5608$

$X13 = \frac{\sqrt{5}}{9.1651} = 0.7239$

$X14 = \frac{\sqrt{3}}{9.1651} = 0.5608$

$X15 = \frac{\sqrt{4}}{9.1651} = 0.6475$

Normalization against criterion C3

$X1 = \sqrt{5^2 + 4^2 + 4^2 + 3^2 + 4^2} = \sqrt{82} = 9.0554$

$X11 = \frac{\sqrt{5}}{9.0554} = 0.7239$

$X12 = \frac{\sqrt{4}}{9.0554} = 0.6475$

$X13 = \frac{\sqrt{4}}{9.0554} = 0.6475$

$X14 = \frac{\sqrt{3}}{9.0554} = 0.5608$

$X15 = \frac{\sqrt{4}}{9.0554} = 0.6475$

Normalization against criterion C4

$X1 = \sqrt{5^2 + 3^2 + 4^2 + 4^2 + 4^2} = \sqrt{82} = 9.0554$

$X11 = \frac{\sqrt{5}}{9.0554} = 0.7239$

$X12 = \frac{\sqrt{3}}{9.0554} = 0.5608$

$X13 = \frac{\sqrt{4}}{9.0554} = 0.6475$

$X14 = \frac{\sqrt{4}}{9.0554} = 0.6475$

$X15 = \frac{\sqrt{4}}{9.0554} = 0.6475$

Normalization against criterion C5

$X1 = \sqrt{5^2 + 4^2 + 4^2 + 3^2 + 3^2} = \sqrt{75} = 8.6602$

$X11 = \frac{\sqrt{5}}{8.6602} = 0.0,7239$

$X12 = \frac{\sqrt{4}}{8.6602} = 0.6475$

$X13 = \frac{\sqrt{4}}{8.6602} = 0.6475$

$X14 = \frac{\sqrt{3}}{8.6602} = 0.5608$

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DOI 10.47065/josh.v7i2.9117

$X15 = \frac{\sqrt{3}}{8.6602} = 0.5608$

Once the normalization process has been applied to all criteria, the results are presented below. The outcome of the normalization calculation for the decision matrix is as follows:

$$Rij = \begin{vmatrix} 0.7239 & 0.7239 & 0.7239 & 0.7239 & 0.7239 \\ 0.6475 & 0.5608 & 0.6475 & 0.5608 & 0.6475 \\ 0.7239 & 0.7239 & 0.6475 & 0.6475 & 0.6475 \\ 0.5608 & 0.5608 & 0.5608 & 0.6475 & 0.5608 \\ 0.6475 & 0.6475 & 0.6475 & 0.6475 & 0.5608 \end{vmatrix}$$

c. Matrix multiplication by weight values

Multiplication of weights for alternative P1

$P1 = 0.7239 * 0.456 = 0.3301$
$P2 = 0.6475 * 0.456 = 0.2953$
$P3 = 0.7239 * 0.456 = 0.3301$
$P4 = 0.5608 * 0.456 = 0.2557$
$P5 = 0.6475 * 0.456 = 0.2953$

Multiplication of weights for alternative P2

$P1 = 0.7239 * 0.256 = 0.1853$
$P2 = 0.5608 * 0.256 = 0.1436$
$P3 = 0.7239 * 0.256 = 0.1853$
$P4 = 0.5608 * 0.256 = 0.1436$
$P5 = 0.6475 * 0.256 = 0.1658$

Multiplication of weights for alternative P3

$P1 = 0.7239 * 0.156 = 0.1129$
$P2 = 0.6475 * 0.156 = 0.1010$
$P3 = 0.6475 * 0.156 = 0.1010$
$P4 = 0.5608 * 0.156 = 0.0874$
$P5 = 0.6475 * 0.156 = 0.1010$

Multiplication of weights for alternative P4

$P1 = 0.7239 * 0.090 = 0.0651$
$P2 = 0.5608 * 0.090 = 0.0505$
$P3 = 0.6475 * 0.090 = 0.0583$
$P4 = 0.6475 * 0.090 = 0.0583$
$P5 = 0.6475 * 0.090 = 0.0583$

Multiplication of weights for alternative P5

$P1 = 0.7239 * 0.040 = 0.0289$
$P2 = 0.6475 * 0.040 = 0.0259$
$P3 = 0.6475 * 0.040 = 0.0259$
$P4 = 0.5608 * 0.040 = 0.0224$
$P5 = 0.5608 * 0.040 = 0.0224$

After multiplying the normalized matrix by the weight of importance for each criterion as presented in Table 2, the resulting weighted normalized matrix is formed as follows:

$$R_{ij}^{*} = \begin{vmatrix} 0.3301 & 0.1853 & 0.1129 & 0.0651 & 0.0289 \\ 0.2953 & 0.1436 & 0.1010 & 0.0505 & 0.0259 \\ 0.3301 & 0.1853 & 0.1010 & 0.0583 & 0.0259 \\ 0.2557 & 0.1436 & 0.0874 & 0.0583 & 0.0224 \\ 0.2953 & 0.1658 & 0.1010 & 0.0583 & 0.0224 \end{vmatrix}$$

d. Calculation of Y1 Value

$P1 = 0.3301 + 0.1853 + 0.1129 + 0.0651 + 0.0289 = 0.7225$
$P2 = 0.2953 + 0.1010 + 0.1010 + 0.0505 + 0.0259 = 0.6162$
$P3 = 0.3301 + 0.1010 + 0.1010 + 0.0583 + 0.0259 = 0.7007$
$P4 = 0.2557 + 0.0874 + 0.0874 + 0.0583 + 0.0224 = 0.5674$
$P5 = 0.2953 + 0.1658 + 0.1010 + 0.0583 + 0.0224 = 0.6429$

Once the optimization value (yi) for each alternative has been calculated, the implementation of the MOORA method is complete. The final results are presented in Table 6 below.

Table 6. Alternative Ranking

Alternative	Website Name	Value	Rangking
P1	Kita Lulus	0.7225	1
P2	Glints	0.6162	4
P3	Job Street	0.7007	2
P4	Linkedln	0.5674	5

Journal of Information System Research (JOSH)
Volume 7, No. 2, Januari 2026, pp 341−348
ISSN 2686-228X (media online)
https://ejurnal.seminar-id.com/index.php/josh/
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Alternative	Website Name	Value	Rangking
P5	Atma	0.6429	3

Based on the calculation results conducted using the MOORA method and ROC weighting, the best job search website is identified as alternative A1 (Kita Lulus), with a total optimization value of 0.7225.

4. CONCLUSION

The author concludes that the MOORA method effectively simplifies the resolution of complex decision-making problems in selecting the best job search website. The calculation results are objective and definitive, ensuring transparency through the integration of Rank Order Centroid (ROC) weighting. This weighting method efficiently evaluated the five established criteria used as the assessment rules for the five analyzed websites. The application of this Decision Support System (DSS) demonstrates that combining the MOORA method with ROC weighting yields accurate, efficient, and effective results. Consequently, the study identifies Kita Lulus as the top-ranked job search website, achieving a final optimization score of 0.7225.

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